



ResourceBank



The UK's leading RPO partner

A guide to RPO

2024

ResourceBank has been the RPO partner for World Duty Free since 2007

What is RPO?

HRO DEFINES RPO AS:

“ Recruitment Process Outsourcing is a form of business process outsourcing (BPO) where an employer transfers all or part of its recruitment processes to an external service provider. An RPO provider can provide its own or may assume the company’s staff, technology, methodologies, and reporting.”

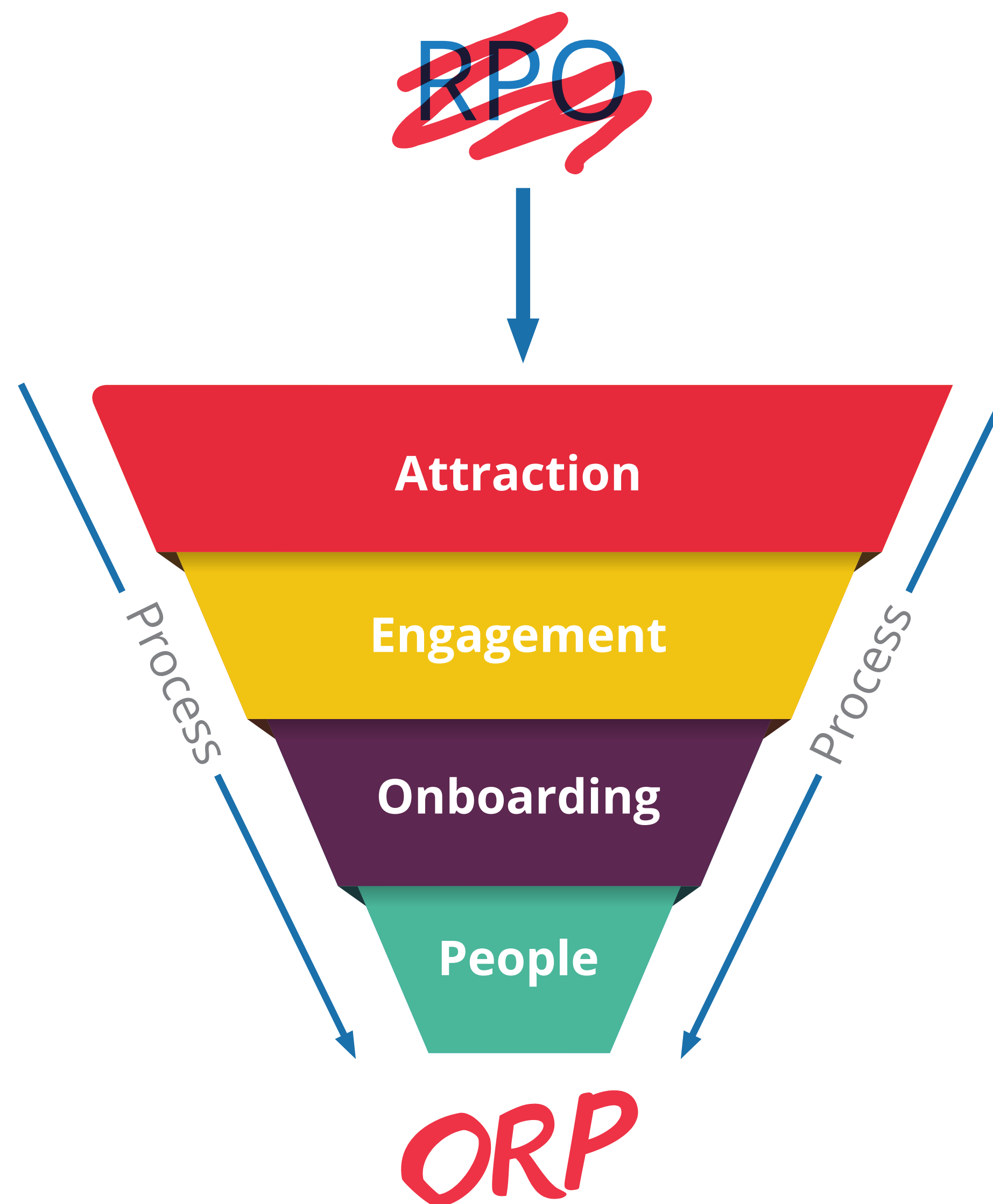
HRO Today Services and Technology Association

We don't like the PHRASE “RPO”

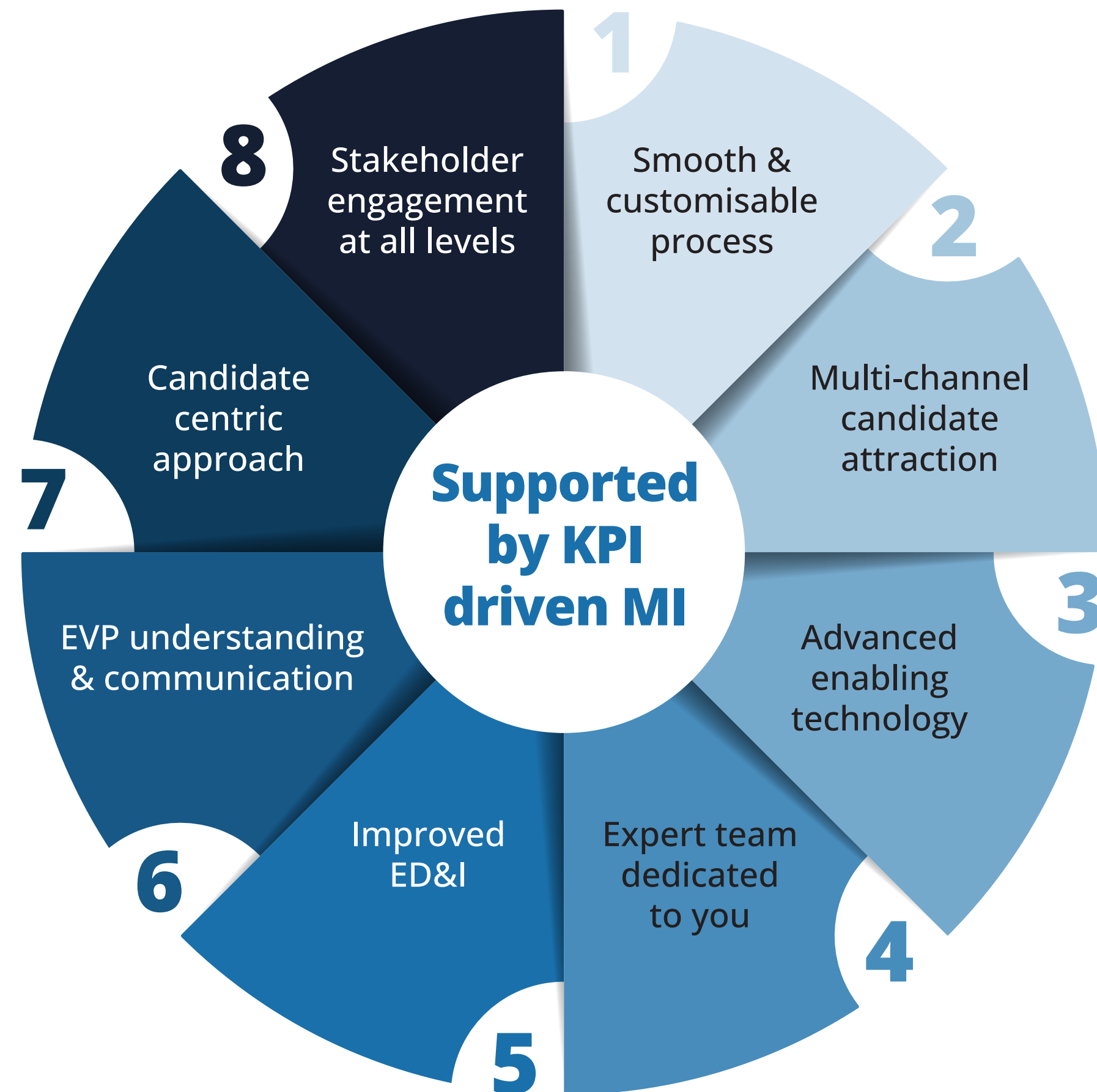
For us, it isn't just about process. It's also about **people, attraction, engagement** and a positive onboarding experience too.

Most of all it's about **partnership**. At ResourceBank we become your recruitment partner – your **Outsourced Recruitment Partner (ORP)**.

ORP



Fundamentals of ~~RPO~~ ORP



Every ORP is different and tailored to meet each client's needs:

At ResourceBank we use the **8 fundamentals** "wheel" shown here to discuss with each client what is most important.

It's about benefits for YOU

Whatever the solution, it is focused on delivering what you need:

- better talent
- quicker process
- improved employer brand
- cost savings

We deliver all or part of your talent attraction activity more efficiently and more cost effectively than you can do in-house (or by using recruitment agencies).

Do you need ~~RPO~~ ORP?

It's not always obvious, but here are indicators that you could benefit from an ORP:

• Your recruitment needs are cyclical / not constant	
• You have peaks & troughs in your recruitment volumes	
• You use expensive third party agencies	
• You struggle recruiting for some areas of your organisation	
• You can't get any data about ED&I or KPIs	
• Concerned about high attrition for new starters	
• You have a large one-off project on the horizon	
• Your in-house team isn't performing as well as you need it to	
• You have significant growth plans without the resource to deliver	
• Your brand is not that well known	



~~RPO~~ **ORP** in practise

There are different ways to implement an RPO depending on your needs and your circumstances.

Type	What	How	When	Why
Project	A specific one-off project	ORP appointed for a specific project	Ideal if you have a rare need or peak in demand	An excellent way to start RPO
Overflow	An overflow service when you are busy	ORP retained to provide back-up support	Ideal if you have frequent, irregular peaks in demand	Security of a back-up partner
Department	One department, division or skill	ORP has full responsibility for that department or skill	Specific skill that you don't have sufficient capability for	Effective for short and long term
Strategic	Every element of your talent attraction	ORP becomes your recruitment function	Perfect if you don't have the expertise in-house	A true partnership for the long term
NEW Build & Return	Creating your own talent function	ResourceBank builds your function and returns to you when efficient	You want control but don't have expertise in-house	A fast & effective way to create your own award winning team

Project

WHAT:

You outsource the responsibility for recruiting for a specific project.

HOW:

We look after all the advertising, screening, and interviewing of candidates for one project. We liaise directly with your line managers. We can handle offer management too.

GOOD WHEN:

Ideal if the project is a one-off or unusual for your organisation such as a new factory, warehouse, contact centre or department. You don't need to invest internally, and you have the comfort that an experienced partner is managing that project.

ALSO:

Project is an excellent way to start and would give you the experience of working with an ORP before developing a strategic partnership.



200 recruits in 3 months

- One in two interviews offered
- Positive client & candidate experience

SSP UK is the leading operator of hospitality and retail stores at UK transport hubs. After COVID-19, SSP rapidly needed to re-open. This volume and timescale placed a huge strain on their internal recruitment team, ResourceBank was contracted to support this project.

“ResourceBank’s rapid implementation enabled us to welcome 200 new starters in three months. Through their experience and ‘can-do’ approach, they have been a perfect partner for us.”

Joel Thethy – Head of Recruitment at SSP

Overflow

WHAT:

A turn-on/turn-off recruitment service for demand peaks and/or resource issues

HOW:

You contract with us to provide resources when needed. We get to know your organisation, process, systems, managers and culture so we can be “turned-on” immediately.

GOOD WHEN:

You have an irregular, unpredictable level of recruitment throughout the year. This could be a result of project wins, expansion or seasonal fluctuation. Also when you have internal team unavailability for maternity, holiday etc.

ALSO:

A growing trend amongst businesses that have an experienced Talent Director who wants to have a core in-house talent team and the support of an RPO partner when they need it.



250 Executive Hires in 15 countries

- Retained overflow senior recruitment service
- Established KPIs, terms & process
- Assigned & trained overflow team
- Global delivery in 15 countries to date

Coats is a world leader in thread manufacturing employing 17,000 people in 70 countries and six continents.

In 2017, ResourceBank helped to establish a global executive search service to deliver a higher calibre of management talent and a more effective and consistent process throughout the Group.

Once this service was taken “in-house”, we have continued to provide an “overflow” service, managing the recruitment of senior executives for Coats businesses worldwide. The service provides Coats with a reliable, consistent and high-quality search service at a much more cost-effective rate than using one-off search firms.

“The ResourceBank consultant made me feel comfortable and safe from the first time she approached me. She supported me throughout the whole process speedily and objectively. I highly recommend ResourceBank if you are looking for a partner to find you the best professional for your business.”

Executive candidate recruited by ResourceBank for Coats plc in Brazil

Department

WHAT:

You outsource the responsibility for managing the recruitment of one department, division or skill.

HOW:

We take the full end to end responsibility for the recruitment for that department or skill, liaising directly with the line management for that area and working as an integrated part of their team.

GOOD WHEN:

One department has a specific rare skill that you don't have the knowledge or network to effectively recruit for (e.g. IT, Quality, Sales, Drivers) or it is a volume process that could be done more efficiently by a partner (e.g. for manual labour, retail workforce, call centre or early careers).

ALSO:

Department can be extended to give you additional cover in other areas when you need it.



Early Careers – 2,500 applications

- Early careers recruitment assessment
- 2,500 applications assessed every year
- Improved quality and ED&I

Charles Russell Speechlys (CRS), a globally renowned law firm, attracts over 2,000 applications each year for a limited number of positions for its Training Scheme and Apprenticeship Programme.

The responsibility for managing and assessing these applications was outsourced to ResourceBank in 2021. We free-up the core internal recruitment team to focus on experienced hires.

“ResourceBank provides an excellent level of candidate care throughout the interview and assessment process. We feel this really helps to build engagement and a high level of successful hire.”

Hayley Halvatis – Talent Acquisition Manager for CRS

Strategic

WHAT:

Strategic or Enterprise ORP encompasses every element of your talent attraction activity.

HOW:

We manage your entire recruitment process; your careers website, running your recruitment marketing, attracting, assessing and managing the full hiring process. The RPO team deals direct with line managers on your behalf and effectively become your talent attraction department, representing you in the candidate marketplace.

GOOD WHEN:

You haven't the in-house skills, capability or resources to manage your talent attraction process effectively. An experienced RPO partner can bring efficiency, organisation, creativity, and high-quality candidates to your business.

ALSO:

Strategic ORP is normally a long term commitment of a minimum of two years. Your HR team can be freed up to focus on proactive people initiatives and projects.



WORLD DUTY FREE
A DUFREY Company

17-year recruitment partnership

- 1,300 hires a year across all skills
- Average time to offer – 8.03 days
- Seventeen-year contract to date
- Careers website, digital interviews, technology-based process
- Best embedded RPO award 2015

World Duty Free (WDF) first outsourced the Heathrow T5 recruitment project to ResourceBank in 2007. We have since taken on the responsibility for the recruiting of all skills (retail, logistics, head office) throughout the UK.

We also manage the employer brand, creating careers websites, social media recruiting, digital interviews and an integrated technology.

“Appointing ResourceBank in 2007 was one of the best decision we’ve ever made. We have every confidence in the team and they have played a massive role in our successful growth.”

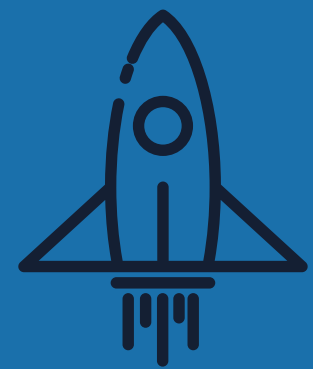
Geoff Hall – HR Director, UK & Northern Europe, World Duty Free

What are the key benefits of ~~RPO~~? **ORP**



Quicker time to hire

A good RPO provider will review your current recruitment process, suggest changes and introduce technology to make it quicker and more streamlined as well as building strong talent pipelines for future roles.



Enhanced employer brand

An RPO provider will help promote your brand to attract the best candidates, and your new streamlined hiring process will ensure their experience with your company is first class from start to finish.



Increased candidate quality

Because of an RPO's rigorous selection and assessment methods, paired with working closely with your HR team, they're able to directly impact on retention, quality and diversity quality of fresh talent coming into your business.



Consistent process

An RPO provider will always be looking for ways to adapt, develop and improve your recruitment process to ensure you always have a uniformed, consistent and resilient talent attraction function.



Competitive advantage

No business operates in a vacuum. You are competing with others for talent. Whether it is competitors in your industry or in your locality. An RPO can get you ahead of your competitors and ensure you get to the best candidates first.



Cost savings

An RPO provider has systems, resources, processes and tools that have been developed to deliver recruitment as cost efficiently as possible. RPO should generate cost savings from both external and internal spend.

How much can you save?

According to the CIPD, the average cost of filling a vacancy (using in-house labour costs) is £6,125 and if you use a recruitment agency, this can double.

Your current direct costs will include advertising, job-boards, systems, software, recruitment staff, overheads and then hidden costs such as the time spent by managers (and HR) managing recruitment and cost of unfilled vacancies on operational efficiency.

How can an RPO save me money?

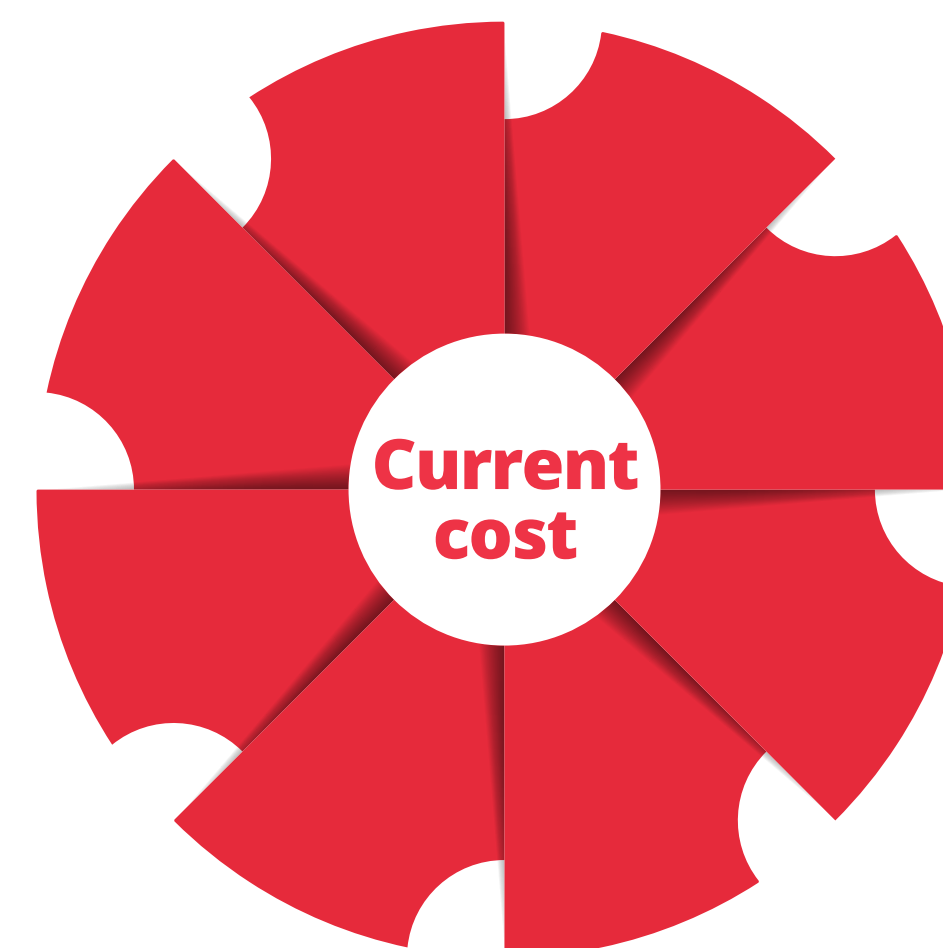
An RPO has systems, resources, people expertise, processes and tools that have been developed to deliver effective recruitment as cost efficiently as possible (and with economies of scale).

How much can I save?

ResourceBank RPO has produced savings of between 10 to 50 per cent of annual recruitment cost for customers over the last three years.

How does an RPO charge?

It varies from fixed monthly fees to payment per vacancy. ResourceBank has a variety of charging models to suit each client. The important fact to remember is that an RPO provider is NOT a recruitment agency. It is a service partner similar to your legal or accounting partner.



10-50%
Savings

Summary

We hope that this guide has given you some useful information about RPO. If you have any questions then please contact Charlotte or Richard.



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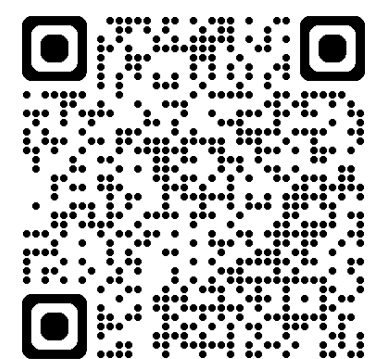


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SUMMER 2024



ResourceBank profile

Established in 1995, we employ a team of experienced HR and recruitment professionals working with clients such as World Duty Free, DHL and Imerys.

- Customised and tailored RPO solutions
- Winners of outstanding outsourced recruitment organisation 2020
- Long-term successful partnerships with clients
- A proven track record

Please get in touch to find out how we could help you be more effective.

